GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:4235
ANSWERED ON:26.08.2004
COMPENSATION BY RAILWAYS
Boianapalli Shri Vinod Kumar

Will the Minister of RAILWAYS be pleased to state:

(a) the number of cases in which consumer courts have directed the Railways to refund money to passengers;

(b) the compensation given by the Railways during the last one year and current year, so far;

(c) the extent of revenue loss to the Railways on this account;

(d) whether the Railways has analysed the reasons for such losses;

(e) if so, the results thereof; and

(f) the steps being taken by the Railways to reduce such losses?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI R. VELU)

(a): In 165 Cases, Consumer Courts have directed the railways to pay refund to the passengers during the period 1.4.2003 to 30.6.2004.

(b) & (c): During the period from 01.4.2003 to 30.6.2004, the amount of compensation paid and the extent of revenue loss was Rs. 8,91,493/-

(d) & (e): Yes, Sir. The reason which lead to the filing of Consumer Court Cases are mainly :-

Entry of unauthorised passengers in reserved compartments thereby causing inconvenience to reserved passengers, non-availability of Railway staff in the train, non-functioning of Air Conditioning plant in Air Conditioned coaches, non- attachment of reserved coaches, double allotment of berths and wrong entries on the tickets.

(f): The remedial steps taken by the Railways are constant monitoring of passenger refund cases at senior officers` level at Zonal Railways, counselling and training of staff, monitoring of on board services, simplification of rules and procedures, conducting specially designed customer care courses for frontline staff and also action against the staff for negligence in performance of their duties.